

# HomeServe Diversity, Equality and Inclusion Policy

## Scope

This policy applies to all HomeServe companies globally.

## Vision and aims

Our purpose is to make home repairs and improvements easy. We believe that creating a culture of diversity, equality and inclusion promotes creativity, engagement, and positive social change, which supports our purpose. We also believe diversity drives innovation. We therefore strive to build a diverse and inclusive workplace by delivering equality for all our people.

To HomeServe, equality is:

- Building a workforce that reflects the diversity of the communities in which we operate.
- Delivering fair treatment and fair access to information, resources, and opportunities to all our colleagues.
- Enabling every colleague to perform at their best in an inclusive environment.

## Our commitment

We recognise that our management of and activity within the Diversity, Equality and Inclusion space is important to our colleagues, our customers, our reputation and to our long-term growth. We understand that having a diverse and inclusive organisation helps to attract and retain the best talent, who go on to deliver superior business results. We are committed to actively working towards, and achieving equality for all our people by:

- Empowering our people to foster a diverse and inclusive culture through resources, education, and communication.
- Building a pipeline of diverse talent reflective of the communities in which we operate.
- Rewarding jobs of equal value equitably and fairly.
- Attracting a workforce that represents the communities in which we operate.

## Data

We collect data that is appropriate and relevant to achieving our DE&I aims. Colleagues are asked to provide this data on a voluntary basis and there are strict protocols in place to ensure that sensitive data is used in accordance with all data security and privacy regulations. The DE&I data collected will vary by HomeServe company depending on what, if any, local regulatory legislation is in effect.

Examples of DE&I data currently being collected include gender identity, ethnicity, disability, age, religion and sexual orientation.

## **Targets**

We have established a set of DE&I targets that are approved by the Board and are to be delivered by the end of 2027. These targets are internally monitored by the DE&I Council with overall accountability of their achievement resting with the Board.

## **Governance and accountability**

The Board has ultimate responsibility for our Diversity, Equality and Inclusion Policy, and performance. Ross Clemmow, CEO, EMEA, is the nominated Director for activity on an operational basis. He is supported by the People Committee, which is chaired by Stella David. The Committee reports regularly to the Board.

We recognise however, that to achieve our DE&I goals, every colleague in the business has the responsibility of fostering an inclusive workplace. This includes the senior leadership team, employee network/resource groups, managers, and colleagues. As a result, our people will be expected to.

- Comply with the DE&I policy and take appropriate action where non-compliance is observed
- Undertake training, awareness and learning opportunities such as how to demonstrate inclusive behaviours,
- Carry out people processes in accordance with the policy such as recruitment and talent development
- Comply with relevant market legislation
- Act in accordance with 'The HomeServe Way' values and behaviours

## **DE&I Council**

We have a Group wide DE&I Council that provides the appropriate level of governance around our DE&I agenda. The purpose of the Council is to provide senior level focus and oversight of DE&I initiatives across the Group, including the successful achievement of DE&I targets. The DE&I Council is comprised of a cross section of leaders representing all of HomeServe's markets and is chaired by a non-executive Director. The DE&I Council reports to the People Committee.

## **Associated policies and procedures**

To fulfil our commitment of working towards and achieving equality for all our People, this policy should be considered in conjunction with other relevant HomeServe policies and procedures that assist in fostering a fair and inclusive environment. These include but are not limited to, the grievance policy, code of conduct, whistleblowing, family leave, flexible working and reasonable adjustments policies and procedures.

This policy will also apply when considering other key people processes such as recruitment, learning and development, talent management and reward.

### **Monitoring, reporting and assurance**

The activity and performance of our Diversity, Equality and Inclusion agenda is monitored by the People Committee. On an annual basis HomeServe disclose metrics in our Annual Report and we submit responses to the FTSE Women Leaders Review and Parker Review. Diversity, Equality and Inclusion is also a part of our Enterprise Risk Framework which is monitored regularly by Group Assurance and the Audit & Risk Committee.

### **External Partnerships**

We understand that forging strong partnerships with relevant external organisations provides HomeServe with the best opportunity to access advice, information and best practice that will accelerate our DE&I aims. To this end we have established partnerships with organisations such as Business in the Community, the Business Disability Forum and Stonewall. We are open to seeking new partnerships which can further support us in meeting our DE&I ambitions.

### **Policy Review**

This policy will be reviewed on at least an annual basis with the next review scheduled for April 2023.

**Ross Clemmow**  
**CEO, EMEA**  
**April 2022**